

# Improving information and advice in adult social care

## Webinar 5: Care technology opportunities

14 February 2024

The **Local Government Association** and **Association of Directors of Adult Social Services** are **Partners in Care and Health** (PCH) working with well-respected organisations.

PCH helps councils to improve the way they deliver adult social care and public health services and helps Government understand the challenges faced by the sector.

The programme is a trusted network for developing and sharing best practice, developing tools and techniques, providing support and building connections.

It is funded by Government and offered to councils without charge.

**[www.local.gov.uk/PCH](http://www.local.gov.uk/PCH)**



# Information and Advice Webinar 14 February 2024



# What do we mean by Care Technology?

Care technology is the term used to describe digital or smart devices and services that can support people's independence, to help them better self-manage and monitor their own (or someone else's) health and wellbeing.

There is a range of devices to choose from, such as:

- Smart home technology, such as smart plugs, doorbells and home hubs
- Movement sensors and home monitoring systems
- Smartphones and wearables, such as activity trackers
- Video devices and tablets
- Apps
- Robotics.



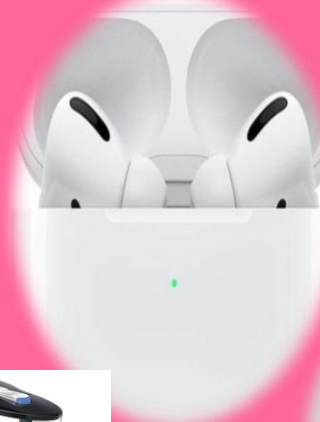
# Current Care Technology Offer

- Offered under our preventative offer – no eligibility criteria
- Everyone is expected to assess or review for tech using usual professional decision making (Ax, MCA, DoLS)
- Care Technology is purchased commercially
- Guidance is available for all staff
- Voluntary sector commissioned to support residents
- Gloria, our default offer, is installed by our partners, Alcove
- Any other tech is also available



# Other Care Technology

- We can purchase from Curry's if Gloria products need enhancing
- If Curry's do not stock the item we order from other suppliers, including specialist suppliers
- All technology orders, including Gloria are processed via Mosaic



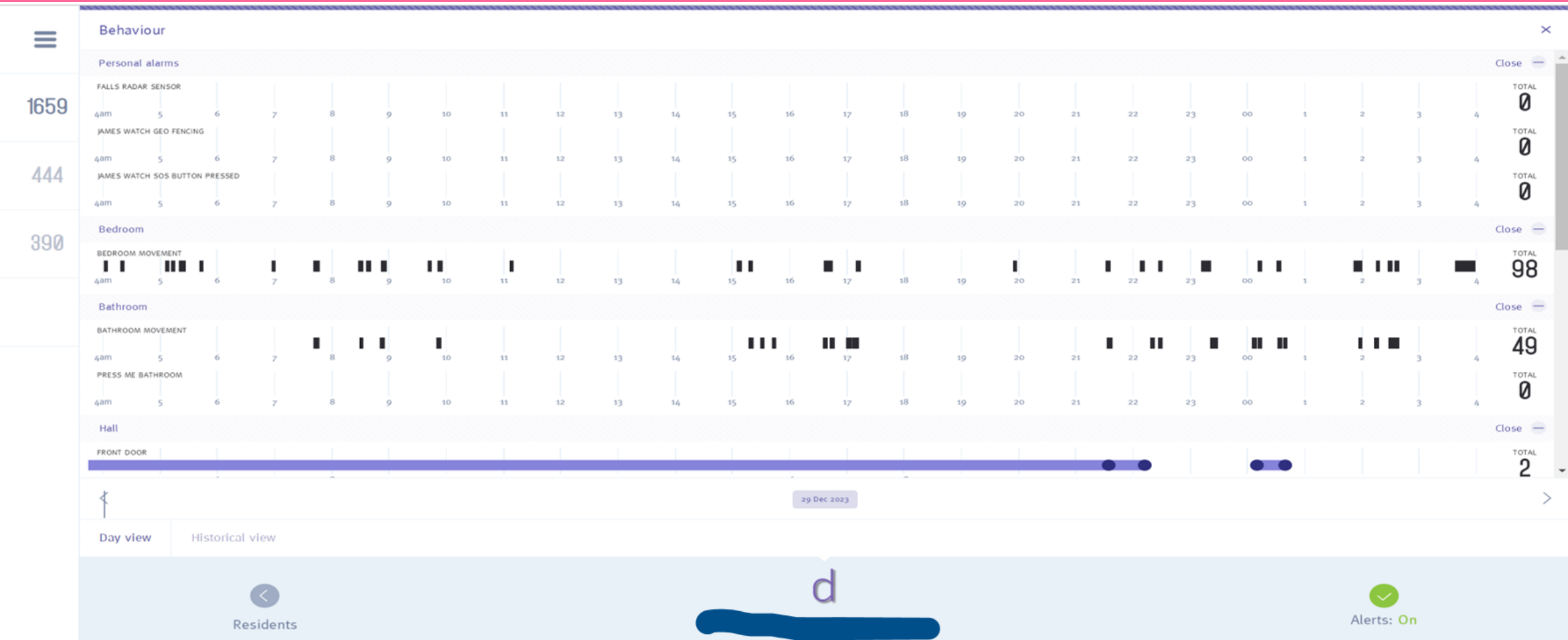
**brain  
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# Use of Data 1

- Evidences your decision making
- Right sizes care packages
- Provides reassurance to informal carers



# Use of Data 2



# Tovie AI Project

- **Proof of Concept Project over three months**
- **Outbound calling to 200-300 people in total**
- **Calling to be done by a voicebot**
- **We are the first Council department to try this, although other Councils have already tried this**



# Tovie AI Rationale

- Increased demand for services
- Managing waiting reduces the time staff spend on other work.
- We want to stay in regular contact with people
- We want people to know they have not been forgotten
- We want to identify changes in need quicker

# Tovie AI Voice Bot

- It sounds like a person
- It can have a conversation, including interruptions
- It can detect someone's mood
- The same call will be made to everyone
- People will be able to terminate the call

# Information – Outward Facing

- Brochures and leaflets
- Website with links to documents and information about products
- Case studies
- Social media and podcast
- Council Events
- Partners

# Information – Inward Facing

- Staff guidance
- Information on a sharepoint site – leaflets, product guides, case studies, videos
- Weekly news casts
- Champions and drop in sessions
- Targeted team support and individual consultation